

Office of Vermont Health Access

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Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	Medicaid – Adult and Child
Additions/Changes to Instruments	None
Purpose of Project	Both quality improvement measure and meets Terms and Conditions of the State's Medicaid 1115 waiver.

Survey Administration

Administered Since	1999
Administration Mode	Mail survey with telephone follow-up (In the last three years, the agency has obtained over 50% response rate without the phone follow-up.)

Uses of Survey Results

Reporting	The agency reports CAHPS survey results to physicians (through the State Medical Society) and the State Medicaid Advisory Board. It does not distribute the CAHPS results directly to Medicaid participants, but does publish the Report on its Web site.
Quality Improvement	The OVHA hasn't found any actionable items to conduct QI initiatives in recent results from the survey.
Marketing/Publicity	

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